



What Do We Want Our Members to Feel?

3 Ways to Get Our Teams on Board

1. Embody It: 3 Guidelines to Embody a Great Customer Experience

1. Treat our _____ .

2. Create a great _____ .

3 Things to Incorporate Into Your Team for a Great Employee Experience:

1. Having each other's _____ .

2. Care for the _____ .

3. _____ .

3. Treat our _____ well (even behind the scenes.)

2. Value It:

3. Hire It:

Notes: